



TRAINING NEWSLETTER

May 2007

ITIL SERVICE MANAGEMENT

As organizations become increasingly dependent on Information Technology (IT) in order to meet organization and customer needs, there is an increased demand for high quality IT services.

IT Service Management is designed to focus on the people, processes and technology issues found in IT organizations. IT Infrastructure Library (ITIL) is a methodology providing consistent and comprehensive documentation of best practices related to IT Service Management.

In May and June, all staff members from Department of Administrative Services - Information Technology Enterprise (DAS-ITE) and Iowa Communications Network (ICN) will participate in ITIL training. The 1.5 day workshop will provide an overview of Service Level Management and the ITIL methodology and discuss four ITIL disciplines:

*Service Desk
Incident Management
Problem Management
Change Management*

ITIL allows organizations to:

- Create a common IT operations language
- Develop an effective IT operations strategy
- Learn process solutions to common IT challenges
- Obtain best practice knowledge about service improvement strategies
- Reduce IT operations cost by adapting best practice methods
- Provide professional enrichment to IT employees

IT service providers, IT directors and managers, CIOs, business managers, and end-users who utilize IT services can gain valuable perspectives and strategies by expanding their knowledge of the ITIL methodology.

The following ITIL Service Management (PD 255) workshops are now open to employees from any state agency or political subdivision.

May 14, 15, and 16
(8am – 12pm each day)
At capacity

May 14, 15, and 16
(1pm – 5pm each day)
8 seats available

May 17 (8am-5pm)
May 18 (8am – 12pm)
1 seat available

June 13, 14, and 15
(8am – 12pm each day)
At capacity

June 13, 14, and 15
(1pm – 5pm each day)
18 seats available

The cost of the class is \$325/person. To enroll, please speak with your agency's training liaison or call (515) 281-5456 for more information.

If you are only available for the sessions currently listed *at capacity*, your training liaison may email pds@iowa.gov to wait-list you for the session. If there is a cancellation, PDS may then be able to enroll you in the requested session.

Interested in becoming ITIL certified?

The ITIL sessions at the Capitol Complex will provide an overview of the ITIL methodology. The sessions are not intended for individuals interested in obtaining an ITIL certification. If you plan to pursue ITIL certification, please attend the two-day, certification level ITIL Essentials workshop (PD 215) at New Horizons Computer Learning Center on June 11-12, 2007 (8:30am – 4:00pm). The cost of this class is \$880 per participant.

ATTENTION: MANAGERS & SUPERVISORS

Strong supervisory and management skills are key success factors for high performing organizations, but few people are adequately trained or prepared for the role. Enhance your skills as a manager or supervisor by attending one or more of these upcoming workshops.

Performance Evaluation – May 15

Providing comprehensive and honest appraisals for employees

From Interview to Hire – May 24 (8:30 – 12:00)

Utilize a productive, appropriate interview process to bring top talent to the State of Iowa

Family and Medical Leave Act – June 5 (8:30 – 12:30)

Americans with Disabilities Act – June 5 (1:30 – 4:30)

Understand ADA and FMLA policies and your responsibility as a manager or supervisor

Dimensions of Leadership – June 8

Analyze your current leadership style and learn to adapt your skills to fit individual situations

Violence Free Workplace – June 12 (8:30 – 12:00)

Prevent and manage potential workplace violence and threats

Certified Public Manager (CPM)

Develop leadership skills through a 17-month nationally accredited CPM Program. CPM 8 begins on July 10, 2007. Interested participants should submit applications by June 1.

Additional Workshops -- Open to all staff members --

Business English – May 21

Improve writing and editing skills

Human Relations Skills – May 22-23

Understand and manage feelings and anger in the workplace; learn to respond to difficult people and improve communications with others

Judicial Rule Review – June 5 (2 – 3:30)

Discuss the 14 mistakes agencies make in rulemaking that may justify the courts overturning their rules

Performance & Development Solutions

Iowa Department of Administrative Services ♦ Human Resources Enterprise

Address: 1305 E. Walnut, Des Moines, IA 50319 Phone: (515) 281-5456 Email: pds@iowa.gov

Website: <http://www.das.hre.iowa.gov/LearnAtPDS/> ♦ [Download Course Registration Form](#)